

*Interagency Council on Homelessness*  
*Emergency Response & Shelter*  
*Operations (ERSO) Committee*



*13 Sept 2022*

 **DON'T FORGET TO HIT  
RECORD**

# Meeting Agenda



- I. **Welcome & Agenda Review (5 mins)**
  - a) **Introduction & Agenda Review**
  - b) **Adoption of Prior Meeting Notes**
  - c) **Call for Partners Updates/Announcements**
- II. **Winter Plan (80 mins)**
  - a) **Hypothermia Planning Process (5 mins)**
  - b) **Walking thru the Edits to the Winter Plan (60 mins)**
  - c) **Other Concerns/Issues (15 mins)**
- III. **Governance and Updates (as needed)**
- IV. **Announcements and Reminders (as needed)**
- v. **Summary and Adjournment (5 mins)**
  - a) **Next Meeting: 9/28 from 1 – 2:30 PM**

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# Hypothermia Planning Process



- ❖ **Understanding and Reviewing FY22 Operations**
  - We did this continuously throughout the last hypothermia season and
  - Identified critical lessons learned
- ❖ **Estimating Shelter Capacity Needs**
  - Single Adults & Youth:
    - ✓ Shelter Capacity WG took responsibility for reviewing bed utilization
    - ✓ Also, DHS created and debuted a forecasting/modeling tool!
  - Families: Relying on standard formula utilized during COVID
- ❖ **Grappling with unknowns that might impact our system**
  - Plan identifies major concerns knowing we cannot plan for every outcome or possibility
  - Goal is to ensure that we are flexible and updating the Winter Plan as appropriate
- ❖ **Drafting, Reviewing, and Finalizing the FY23 Winter Plan**
  - 9/06: First Draft shared in advance of 9/13 review by ERSO
  - 9/21: goal for sharing an updated Draft shared in advance of 9/28 review by ERSO
  - 9/28: ERSO Vote on the updated Draft Winter Plan
  - 10/04: goal for sharing a Final Draft in advance of 10/11 review by Executive
  - 10/11: Executive Vote on Winter Plan

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# Walking thru Edits to the Winter Plan



- ❖ Slides summarize:
  - Edits to sections and
  - Consistent to last year in section
- ❖ Also have the Winter Plan open so we can review the details of the updates in the Winter Plan itself
- ❖ This is your chance to talk through any feedback, concerns, recommendations!



# Edits to Intro and §1.3 on Process for Updating Plan



- ❖ Acknowledges that we are grappling with significant unknown or ever-evolving risks which require flexibility
  - Includes COVID-19, Monkeypox, and Influx of migrants
- ❖ Proposes that we use monthly ERSO meetings
  - To identify challenges, solicit feedback, provide updates
  - As part of hypothermia check-ins
- ❖ Feedback/Concerns/Recommendations?
  - Comfortable with approach; would help if we can clarify in the last sentence “this is the place where we are protecting any one in the District, including migrants, from cold weather emergency”
  - Explicitly state that these will be a topic of discussion monthly.
  - Add references to the pending legislation re the creation of the Office of Migrant Services and acknowledge the expectation that we will be coordinating with OMS to ensure that all residents of the District are covered by the protections against cold weather injury.
  - Add language related to following the CDC and DC Health guidelines (best practices recommended by) related to COVID including exposure and quarantine-related guidelines.



# Edits to §1.1 on FY22 Hypothermia Season Review



## ❖ Alerts called:

- 114 Hypo Alerts: 60 after 7 pm and 54 after 7 am
- 28 Cold Emergency Alerts

## ❖ Hypo Deaths Amongst Persons Experiencing Homelessness

Year	Hypothermia Deaths (Primary Cause of Death)	Hypothermia or Cold Exposure (Contributing Cause of Death)	Total Deaths Associated with Hypothermia or Cold Exposure
Winter FY21	2	0	2
Winter FY22	3	0	3

## ❖ Feedback/Concerns/Recommendations?

- Has anyone correlated deaths with cold emergencies vs hypothermia? ICH Team to follow up based on details that were provided by OCME.
- Can we make any time that someone comes in with Hypothermia, can we make hospitals report that to DC Health, DHS, DHCF? Can we keep a record of weather-related emergencies?
- Question from Quin (DHS): should we continue to track alerts by after 7 pm and before 7 pm
- Add a footnote to the Hypo Deaths table to explain why there is a change in the numbers from last year.

# Consistent in Intro & Section 1



- ❖ Process for developing, publicizing and updating the Plan which specifies DHS media campaign including
  - metro advertisements,
  - social media,
  - PSAs,
  - newspapers,
  - business cards, and
  - HopeOneSource messages
  
- ❖ Feedback/Concerns/Recommendations?

# No Significant Edits to 2 on Calling Alerts



- ❖ Chapter 2 on Process for Calling Alerts including
  - 2.1 on Hypothermia Alerts and
  - 2.2 on Cold Weather Emergencies
  
- ❖ Feedback/Concerns/Recommendations?

# Edits to 3.1 on Shelter for Individuals: Access, Type and Hours

- ❖ Included this year:
  - Year-Round LBS which will continue to operate 24/7
  - Overflow Shelters which will
    - ✓ Open based on demand
    - ✓ Once online will operate from 8 pm to 7 am
- ❖ Not included this year:
  - Seasonal sites
- ❖ Feedback/Concerns/Recommendations?
  - Maybe add a sentence to let readers know that we have lots of beds in PEPV that will support with shelter capacity
  - 24/7 operation is a significant change
    - ✓ Is there a commitment to 24/7? Contracts have not been executed for the next FY so shelters not clear on operations come October. Concerned about lunch meals that stopped as of August 19<sup>th</sup> so what happens during hypothermia season?
    - ✓ How are we preserving the wonderful system changes that we, as a community, want to keep?
    - ✓ The community is asking for transparency around what is funded and what we can keep versus what is not being kept.
  - Threshold?
    - ✓ Can we articulate a threshold? Melvyn was a critical part of establishing thresholds!
    - ✓ Some options: do we have 20 beds or less across our facilities?
    - ✓ Lots of capacity in STFH? Can that be a part of the overflow plan?
  - Shelter Conditions:
    - ✓ complaints from women.

# Edits 3.2 on Shelter for Families: Access, Type & Hours



- ❖ Table highlighting when and how to access services at Virginia Williams Family Resource Center (VWFRC) including:
  - Hours of operation
  - Options for completing the eligibility process via phone
  - Email for flagging/escalating concerns
  
- ❖ Feedback/Concerns/Recommendations?

# Edits to 3.3 on Estimating Shelter for Singles



- ❖ Highlights of
  - TCP FY22 Hypothermia Shelter Debrief Report and
  - DHS forecast for FY23 Hypothermia Season
- ❖ ICH Shelter Capacity WG recommendation of
  - 1,450 beds for men and
  - 550 beds for women
- ❖ Feedback/Concerns/Recommendations?
  - FYI: The Daily Census even last week showed fewer than 20 vacancies for men and fewer than 10 vacancies for women.
  - Qxn to DHS:
    - ✓ Are we immediately mobilizing the overflow available at the Day Centers (Adam's Place and 801East)?
    - ✓ As “seasonal” sites or only on “alert nights”
  - Highlights the need to discuss and adopt standardized triggering conditions for the overflow options.
  - Note: the parallel system has been stood up by many partners (NGOs) in the District, not sure how long this will hold the water up. Catholic Charities tracking turn-aways in the turn-aways logs maintained by TCP.

# Updated Shelter Capacity Overview for Singles



## Men Capacity Overview

Name of Facility	Provider	Year-Round Beds	Overflow	Total
801 East Shelter	Catholic Charities	332	40	
• Low Barrier Beds (192)				
• Specialized Beds (140)				
• Day Center Overflow Beds (40)				
New York Avenue	Catholic Charities	225		
Adams Place Shelter	Catholic Charities	125		
Pat Handy Legacy	Catholic Charities	130		
CCNV Drop-In Center	CCNV	100		
Blair	Coalition for the Homeless	72		
Living Life Alternatives (LGBTQ+)	KBEC Group	28		
PEPV	Multiple Providers	465		
<b>Total Capacity</b>		<b>1,477</b>	<b>40</b>	<b>1,517</b>
Overflow Capacity	DHS		As needed	

## Women Capacity Overview

Name of Facility	Provider	Year-Round Beds	Overflow	Total
Harriet Tubman	Catholic Charities	155		
Patricia Handy Swing Space	N Street Village	140		
Saint Josephine Bakhita (formerly Nativity Shelter)	Catholic Charities	20		
CCNV Drop-In Center	CCNV	30		
Living Life Alternatives	KBEC Group	12		
PEPV	Catholic Charities	199		
Adam's Place Day Center	DHS		30	
<b>Total Capacity</b>		<b>556</b>	<b>30</b>	<b>586</b>
Overflow Capacity	DHS		As needed	

### Feedback/Concerns/Recommendations:

- ANC wants the Legacy closed and women back at that site. Significant facility issues related to environmental and system- level issues (conditions) need to be shored up. What's the plan for addressing these issues prior to Hypothermia season?
- Will 801 East specialized beds truly be available at the front door if people need them.
- Ricco clarifies that only 67 LB beds are only available at the Drop-in Center and only 24 are available for women... so 100 and 30 might be an option as people move on... ICH Team to follow up with examples of protocols on how bed reservation works for other providers.



## 3.3.4 on Capacity Needs: Families



- ❖ Updated 4 tables including:
  - Added the number of families served by month for FY22 Hypothermia Season.
  - Recalculated average entries and exits over last 3 fiscal years
  - Projected number of families in the system based on 3-year average + 50% surge for entries
  
- ❖ Feedback/Concerns/Recommendations?

# Consistent in Section 3 on Emergency Shelter



- ❖ 3.3.1 on COVID Capacity Levels
  - We are maintaining last year's shelter densities, in line with DCRA occupancy limits
  - Higher than “COVID Capacity” but
  - Lower than pre-COVID levels
- ❖ 3.4 on Warming Sites Available During Cold Weather Emergencies
  - No changes to the language here either
- ❖ Feedback/Concerns/Recommendations?

# Edits 4 on Transportation



- ❖ Addition:
  - LGBTQ Shelter Schedule added as Table 15
- ❖ Subtractions/Deletions:
  - Removed references to Salvation Army
- ❖ Questions re Blair House (men):  
**ICH Team to follow up w/ Mike Ferrell (CFH) & Tony (DHS)**
  - Is Blair House (men) year-round LBS that is open 24/7?
  - If so, should it have regular runs morning, noon, and night?
  - Currently treated as Overflow on Transportation but year-round LBS on Capacity Overview.
- ❖ Feedback/Concerns/Recommendations?

# Transport Schedules: AM for Men & Women



Scheduled Transportation for Women (Morning)		
Pick Up Location(s)	Time	Drop Off Destination(s)
Harriet Tubman @ DCG (Building 27)	6:30am -9:30am	SOME @ 71 O St Adams Day Center @ 2210 Adams PI NE Downtown Day Center@ 1313 NYA
<b>Saturday/Sundays ONLY</b>	<b>9:30am</b>	<b>800 Vermont Ave. NW</b>
Pat Handy (Swing)	6:30am- 9:30am	SOME @ 71 O St Adams Day Center @ 2210 Adams PI NE Downtown Day Center@ 1313 NYA
<b>Saturday/Sundays ONLY</b>	<b>9:30am</b>	<b>800 Vermont Ave. NW</b>
St. Josephine	6:30am - 9:30am	SOME @ 71 O St Adams Day Center @ 2210 Adams PI NE Downtown Day Center@ 1313 NYA
<b>Saturday/Sundays Only</b>	<b>9:30am</b>	<b>800 Vermont Ave. NW</b>

Scheduled Transportation for Overflow Shelters (Morning)		
Pick Up Location	Time	Drop Off Destination(s)
Blair House (Men)	6:30 am	SOME @ 71 O St NW Adams Day Center @ 2210 Adams PI NE
Adams Place Day Center (Women)	6:30 am	SOME @ 71 O St NW

Scheduled Transportation for Men (Morning)		
Pick Up Location	Time	Drop Off Destination(s)
Adams Place Men's Shelter @ 2210 Adams Place NE	6:30 am -8:30 am	SOME @ 71 O St NW Adams Day Center @ 2210 Adams PI NE
	9:30 am	Central Union Mission @ 65 Mass Ave Downtown Day Center@ 1313 NY Ave Other Day Programs as available
	<b>Saturday/Sundays ONLY</b>	<b>9:30 am</b> <b>800 Vermont Ave. NW</b>
801 East Men's Shelter @ 2720 MLK, Jr. Ave SE	6:30 am - 9:30am	SOME @ 71 O St NW Adam's Day Center @ 2210 Adams PI NE Central Union Mission @ 65 Mass Ave NW Downtown Day Center@ 1313 NY Ave NW
	8:30 am (Mon, Wed & Fri only)	Thrive DC @ 1525 Newton St NW Other day programs as available
	<b>Saturday/Sundays ONLY</b>	<b>9:30 am</b> <b>800 Vermont Ave. NW</b>
New York Ave Men's Shelter @ 1355 New York Ave NE	6:30 am -8:30am	SOME @ 71 O St NW Adams Day Center @ 2210 Adams PI NE
	9:30 am	Central Union Mission @ 65 Mass Ave Downtown Day Center@ 1313 NY Ave
	<b>Saturday/Sundays ONLY</b>	<b>9:30 am</b> <b>800 Vermont Ave. NW</b>
Pat Handy Legacy @ 810 5th St. NW	6:30am-8:30am	SOME @ 71 O St, NW Adam's Day Center @ 2210 Adams PI NE
	9:30 am	Central Union Mission @ 65 Mass Ave NW Downtown Day Center@ 1313 NY Ave NW Adam's Day Center @ 2210 Adams PI NE Other day programs as available
	<b>Saturday/Sundays ONLY</b>	<b>9:30 am</b> <b>800 Vermont Ave. NW</b>

# Transport Schedules: PM for Men & Women



**Scheduled Transportation for Women (Afternoon & Evening)**

Pick Up Location(s)	Time	Drop Off Destination(s)
SOME @ 71 O St NW  <b>Mon-Fri ONLY. No pickup on Saturdays and Sundays unless Alert is on.</b>	2:00 pm	Downtown Day Center @1313 NY Ave NW Pat Handy Swing @ 1009 11th St NW Harriet Tubman @ DCG Adams Day Center @ 2210 Adams PI NE St. Josephine
Downtown Day Center @1313 NY Ave NW, 9th & G St NW, & North Cap & Mass Ave NW	4:30pm -8:30pm	Harriet Tubman @ DC General Pat Handy Swing @ 1009 11th St St. Josephine Opened Overflow Shelters
North Capitol & Mass Ave. NE Covenant House North Cap/NYA NE side	6:30pm -8:30pm	Harriet Tubman @ DC General Pat Handy Swing @ 1009 11th St St. Josephine Opened Overflow Shelters
Adams Day Center @ 2210 Adams PI NE	4:30pm -8:30pm	Harriet Tubman @ DC General St. Josephine Opened Overflow Shelters

**Scheduled Transportation for Men (Afternoon & Evening)**

Pick Up Location(s)	Time	Drop Off Destination(s)
SOME @ 71 O St NW  <b>Mon-Fri ONLY. No pickup on Saturdays and Sundays unless Alert is on.</b>	2:00 pm	Adam's Day Center @ 2210 Adams PI NE Downtown Day Center@ 1313 NY Ave NW
Adam's Day Center @ 2210 Adams PI NE	4:30pm-8:30pm	New York Ave Men's Shelter 801 East Men's Shelter Pat Handy Legacy @ 810 5 <sup>th</sup> St NW Open Overflow Shelters
North Capitol & Mass Ave NE Covenant House North Cap/NYA NE side	4:30pm-8:30pm	New York Ave Men's Shelter Adams Place Men's Shelter Pat Handy Legacy @ 810 5 <sup>th</sup> St NW Open Overflow Shelters
Downtown Day Center @ 1313 NY Ave NW	4:30pm-8:30pm	801 East New York Ave Men's Shelter Adams Place Men's Shelter Pat Handy Legacy @ 810 5th St NW Open Overflow Shelters

# Transport Schedules: LGBTQ+ Shelter



## Scheduled Transportation for LGBTQ+ Shelter (Mornings, Afternoons, & Evenings)

Pick Up Location	Time	Drop Off Destination(s)
Living Life Alternatives @400 50th St. SE	6:30 am-9:30am <b>Mornings</b>	SOME @ 71 O St NW Adams Day Center @ 2210 Adams Pl NE Downtown Day Center@1313 NY Ave NW
SOME @ 71 O St NW <b>This loop does not include the LGBTQ+ shelter so it shouldn't be listed here.</b>	2:00pm <b>Afternoon</b>	Adams Day Center @ 2210 Adams Pl NE Downtown Day Center@1313 NY Ave NW
Downtown Day Center @1313 NY Ave NW Adams Day Center @ 2210 Adams Pl NE 9th & G St NW, & North Cap & Mass Ave NW	4:30pm-8:30pm <b>Evenings</b>	Living Life Alternatives @400 50th St. SE



# Edits to §5 on Services Coordination



- ❖ Main edits focused on §5.2 on Street Outreach Services:
  - Lists providers and includes a map of catchments areas
    - ✓ MK covers Wards 1, 3, and 4 completely as well as much of Ward 2
    - ✓ Pathways to Housing covers a smaller, but densely populated portion of Wards 2, 5, and 6
    - ✓ Community Connections services all of Wards 7 and 8
  - Describes hours:
    - ✓ Normally: 9 am to 9 pm
    - ✓ During Alerts: extended engagement to 11 pm
  - Describes works done proactively
- ❖ Additional edit to highlight new LGBTQ+ Shelter under §5.6 for Services for LGBTQ Community
- ❖ Feedback/Concerns/Recommendations?
  - RB appreciates the clarification of the catchment areas
  - Additional potential improvements: what kind of services are available in the area?
  - Table and list the services in a table format so that it's easily digestible.
  - Question of whether this is an opportunity to feature Molly's mapping tool.
    - ✓ Does this make sense for the Winter Plan?
    - ✓ Is it updated frequently enough to feature? It might not be accurate!



# Consistent in §5 & No Anticipated Changes



- ❖ §5.1 on Meals:
  - 3x per day at year-round LBS
  - 2x per day at overflow shelters
  - Qxn to DHS about whether the meal description is accurate?
  - Likely just breakfast and dinner.
  
- ❖ §5.3 on Police and Outreach Cooperation
- ❖ §5.4 on Mental Health Services
- ❖ §5.7 Services for Latinx Community
- ❖ §5.8 Interpretation Services
- ❖ §5.9 Services for Domestic Violence
- ❖ §5.10 Supplies
- ❖ §5.11 Training
  
- ❖ Feedback/Concerns/Recommendations?

# Consistent in §5 but...



## Potential changes anticipated for

- ❖ §5.2 on Street Outreach Services, particularly outreach coordination with DBH's Community Response Team (CRT) or MPD for assistance with FD-12
  - Heads up: ICH is leading work to coordinate with new Intensive Care Coordination (ICC) and PATH-funded Homeless Outreach teams that are coming online at DBH.
  - As the teams are established and able to support shelter and outreach teams, updates to this section may be warranted to reflect the proactive engagement and crisis prevention work that is underway.
  - Not appropriate to add updates/details currently
- ❖ §5.5 on Health Services & Detoxification Services:
  - Heads up: as DBH establishes the new Sobering Center will likely update section.
- ❖ Feedback/Concerns/Recommendations?
  - **FU Qxn to DBH: When can we expect an update on sobering center?**
  - **Sari indicates that it's likely March 2023.**

# Edits to §6 on Unaccompanied Minors & TAY



- ❖ Added detailed Shelter Capacity Overviews for TAY and Minors to be consistent with overviews for Single Adults

TAY Capacity Overview				
Name of Facility	Provider	Year-Round Beds	Overflow	Total
Philip Reid's House	Sasha Bruce Youthwork	14		
Safe Haven	Covenant House	30		
Shine	Covenant House	24		
The Sanctuary	Covenant House	20	6	
TAY Capacity		88	6	94

Minor Capacity Overview				
Name of Facility	Provider	Year-Round Beds	Overflow	Total
BCP Shelter (12-17 year olds)	Latin American Youth Center (LAYC)	4		
Bruce House	Sasha Bruce Youthwork	15		
Minor Capacity		19		19

## Feedback/Concerns/Recommendations:

- 2 years ago minors came to CCNV and CCNV called the hotline and wasn't able to get help! It was at 2 am in the morning!

# Consistent in §6



- ❖ Not much by way of edits to the Youth section, except for the Shelter Capacity Overviews
- ❖ Feedback/Concerns/Recommendations?

# No edits to §7 on Complaints & Grievances



❖ Feedback/Concerns/Recommendations?

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# Other Concerns/Issues



- ❖ Circling back to the issues identified as part of the Hypothermia Debrief Process so we can tie up all loose ends
  - As a heads up, we won't be able to accommodate all the issues in the context of the Winter Plan itself.



# Summary of Feedback Received To-Date



Issue	Notes	Status
Process of calling hypothermia alerts	Winter Plan updated to address concerns.	Addressed. Updates from last year will carry over to FY23 Plan.
Interrupted Shelter Hotline Operations	<p><b>1) Need back-up identified for when roads are impassable</b></p> <p>Notes from 5/25 ERSO Mtg:</p> <ul style="list-style-type: none"> <li>Clarification that OSSE serves as a backup, augmenting UPO services. But with active weather events it's likely unsafe for all vehicles; which creates hazards/risks for both the driver and unsheltered individuals.</li> <li>Need to emphasize in outreach and advance notice procedures!</li> <li>Forecast changes make advance notice difficult. We might have some awareness that something is coming but the severity was not known. Also, unsheltered individuals might not take advance notice seriously until it starts snowing.</li> <li>Potential Recommendation: extreme weather fleet of vehicles that can operate during inclement weather.</li> </ul>	<p>Outstanding</p> <ul style="list-style-type: none"> <li>ICH and DHS following up w/OSSE to confirm that arrangement from last year is workable</li> <li>Will incorporate partnership into Winter Plan once established.</li> </ul>
	<p><b>2) Need real-time intel on calls coming in</b> that need to be routed from the shelter hotline to outreach teams and emergency services (MPD and FEMS) for when roads are impassable, and OSSE is down or unavailable.</p>	<p>Outstanding</p> <ul style="list-style-type: none"> <li>DHS solicitation for Hotline Services incorporated new benchmarks and expectations regarding real-time data gathering and intel</li> <li>Implementation will depend on final contract negotiations</li> </ul>

# Summary of Feedback Received To-Date



Issue	Notes	Status
(note: also related to Gaps in Hypo Sites)	3) <b>Need for more accessible Hypo Sites throughout the City.</b> Reduction in number of rec centers leveraged seriously constrains the ability of unsheltered individuals to walk-up to hypo site during inclement weather.	<p>Outstanding</p> <ul style="list-style-type: none"> <li>• In general: As we drive down the number of people experiencing homelessness, may not need to use hypo sites.</li> <li>• So, this feedback might be most pertinent to               <ul style="list-style-type: none"> <li>• Shelter Redevelopment efforts</li> <li>• Overflow shelter locations.</li> </ul> </li> </ul>
<b>Gaps in Outreach Operations</b>	<p>No weekend shifts puts undue burden on the limited DHS and DBH outreach teams to engage unsheltered across the District when unexpected inclement weather occurred late in the day, overnight and/or on weekends.</p> <p>Notes from 5/25 ERSO Mtg:</p> <ul style="list-style-type: none"> <li>• Clarification: we do have late night engagements (until 11 pm) to the extent that it's safe.</li> <li>• Note that issues related to impassable conditions impact outreach teams and their capability to engage and take on safety checks.</li> </ul>	<p>Addressed.</p> <p>Clarification provided by DHS incorporated into the FY23 Winter plan</p>

# Summary of Feedback Received To-Date



Issue	Notes	Status
<b>Gaps in daytime shelter operations during Winter Storms, especially over the weekends</b>	<p>Feedback especially pertinent to rec centers leveraged as Hypo sites.</p> <p>Notes from 5/25 ERSO Mtg:</p> <ul style="list-style-type: none"> <li>Potential solutions recommended</li> <li>Establishing parameters for keeping non-DHS-owned hypothermia sites open during the day when there is inclement weather and</li> <li>Communicating this standard community-wide so that community knows in advance the parameters for canceling other activities scheduled (e.g. basketball tournaments).</li> </ul>	<p>Outstanding</p> <ul style="list-style-type: none"> <li>In general: As we drive down the number of people experiencing homelessness, may not need to use hypo sites.</li> <li>ICH and DHS are following up with DPR to confirm if this is an option for overflow locations</li> </ul>
<b>Gap in CAHP Liaisons &amp;/or Housing Focused Navigators at Hypo Sites</b>	<p>Significant limitation that hampered our ability to fully leverage FY22 PSH resources available and intake into PEPV or Bridge Housing by identifying and triaging most vulnerable clients from rec centers to these resources.</p> <p>Created significant issues for youth system as well. Need time to build rapport and engage with youth accessing adult shelters.</p>	<p>Outstanding</p> <ul style="list-style-type: none"> <li>ICH is following up with DHS and CAHP team to think through options for overflow locations.</li> </ul>

# Summary of Feedback Received To-Date



Issue	Notes	Status
<b>Gap in Hypo Sites</b> <b>Flagged by Youth Outreach WG!</b>	<p>Significant number of youth 1) rely solely on adult system and also 2) switch from youth system to adult system for a variety of reasons.</p> <p>Potential solutions recommended:</p> <ol style="list-style-type: none"> <li>1) Need at least 1 dedicated hypo site for Youth. Current demand (150 youth used the adult system only) likely supports 2 dedicated sites with flexibility for accommodating accompanying friend/family network who may be over 24. Note that Greenwood listed by youth providers as a location they relied upon previously.</li> <li>2) Gender-neutral sites are especially youth important for households (mothers and sons, sisters and brothers, include young couples that are pregnant)</li> <li>3) Routes to serve Youth specific sites, especially if there are hypo sites designated</li> </ol>	<p>Outstanding</p> <p>Will not be addressed this Hypothermia Season.</p> <p>ICH is staffing up and will prioritize youth-specific surveys, focus groups, and engagements to better understand what drives utilization of the adult system to help improve Winter Planning and also inform Solid Foundations 2.0.</p>
<b>Old resource flyers in circulation causing confusion</b> <b>Flagged by Youth Outreach WG!</b>	<p>Potential Solns recommended:</p> <ol style="list-style-type: none"> <li>1) Create distinctive annual materials. Maybe reuse the same images but change the colors used.</li> <li>2) Outreach to libraries, drop-in centers, and outreach teams to ensure they have the latest resources on hand.</li> </ol>	<p>Outstanding, but easy to address. No need to specifically call out in the Winter Plan!</p>

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